



## Power Through Health Frequently Asked Questions

### 1. Who is Sharecare?

Sharecare is the digital health provider Exelon has partnered with to administer the company's wellness program – “Power Through Health.” The Sharecare platform will empower employees to maintain and improve their health through a combination of tools and resources supporting the key dimensions of well-being (physical, sleep, stress, relationships and financial health).

### 2. What are the features of the 2020 wellness program?

Previous offerings such as challenges will continue to be available under the wellness program. There will also be several new options, including:

- A dynamic scientifically based health assessment called a **RealAge Test**
- A robust mobile Sharecare App
- Personalized content to help participants pinpoint their health goals and interests
- An exciting digital resource called **SmartDollar** to help support employees with their short- and long-term financial wellness goals (available early July)
- Relaxation and mindfulness videos (available early August)
- Recipes, exercise content, and much more.

### 3. Who can participate in the wellness program?

While some features of the Sharecare platform (such as AskMD and RealAge Test) will be available to all U.S. based full-time employees, Exelon's wellness program “Power Through Health” is generally reserved for all U.S.-based employees, excluding temporary employees, part-time employees scheduled to work fewer than 20 hours and employees represented by Local 1238, 1307 and 1900.

### 4. How do I sign up for my Exelon Sharecare account?

First, go to [exelon.sharecare.com](https://exelon.sharecare.com) using a Web browser from your desktop computer or mobile device. If you are using an Exelon computer, go to [hrservices.exeloncorp.com](https://hrservices.exeloncorp.com) and click the Wellness Program tile.

Then, download the Sharecare App through the App Store or Google Play on your mobile device. To make sure you are linking your Exelon wellness program account to the Sharecare App experience, enter the same username and password you created at [exelon.sharecare.com](https://exelon.sharecare.com).

*Please note that you must create your Exelon Sharecare account at [exelon.sharecare.com](https://exelon.sharecare.com) first before downloading the Sharecare App. For the most optimal Web experience, use Chrome to access your account.*

### 5. After creating my Exelon Sharecare account, what are my next steps to ensure I maximize the full Sharecare experience?

After creating your account at [exelon.sharecare.com](https://exelon.sharecare.com), please download the Sharecare App on your mobile device to ensure you maximize all the features of the Sharecare platform. Then, take your RealAge Test to learn the true age of the body you are living in. If you previously completed your biometric screening, see question #7 for more details.

**6. Why is taking the RealAge Test important?**

The RealAge Test is a scientifically based health assessment designed to gauge how fast you're aging based on your lifestyle and medical history as well as some often-overlooked risk factors like relationships and stress. The RealAge Test will provide a strong foundational step to help you understand which of your good and bad habits are impacting your health. After you complete your RealAge Test, the Sharecare platform will offer personalized content and actions to help you improve your overall well-being.

**7. Will any of my previous biometric screening results be transferred to the Sharecare platform?**

Yes. Employees who previously completed their biometric screening will be able to access their historical results going back three years. Historical results may take anywhere from a few hours to a full day to display within the platform after you create your account. While you are certainly welcome to take your RealAge Test right away, we recommend you wait until your biometric test results populate into your profile to make for a more optimal experience.

**8. How do I access my RealAge Test results within the platform?**

After you take your RealAge Test, your results will automatically appear. You will receive personalized recommendations on what is making you older or younger than your chronological age. You can access your RealAge Test results again by navigating to "You" on the Sharecare platform. If need to make changes to your answers over time, just take the RealAge Test again to get a more accurate, updated RealAge.

**9. Where can I go within the Sharecare platform to view a list of my available wellness activities?**

To view a list of all your available wellness activities within the platform, navigate to the Achieve display. There, you will see a list of your activities for the program year. Please note that some of the activities may not immediately be available.

**10. Am I required to participate in the wellness program?**

No. Participation is optional. However, we hope that you do participate because the Sharecare platform offers a variety of tools and resources to help you optimize your health and address any health risks that could possibly affect your quality of life.

**11. Is my health information protected?**

Yes. Sharecare adheres to strict security guidelines. All personal health information is confidential and will not be shared with anyone at Exelon without your permission. It is against our values and the law for anyone to access personal health information of any individual who participates in the Power Through Health program.

**12. Can I connect my Fitbit or other fitness wearable device to the Sharecare platform?**

Yes. The Sharecare platform is compatible with a number of wearable devices. You can sync your Fitbit, Garmin, or Samsung or Apple smartwatch to your account at any time. However, we do recommend that after you create your account and complete your RealAge Test, you immediately sync your device to the platform so you can start tracking your activities right away within the platform. To sync your device to the platform, navigate to Settings and turn on the automatic tracking feature. There, you can link your wearable device or a Health Profile account such as Health App or Google Fit. Please note that to sync a device, you must do so through the mobile app experience. Option is not available from a desktop computer.

**13. Where can I go if I'm experiencing difficulties with the platform or need assistance?**

If you are having trouble accessing your Exelon Sharecare account or need additional instructions, you can contact Sharecare Customer Support at 1-877-440-2181. You may also visit Sharecare's Online Support Center through the Sharecare mobile app's Setting menu or at [support.you.sharecare.com](http://support.you.sharecare.com).

**14. Can I access the wellness program on my smartphone or tablet?**

Yes. Sharecare offers a robust mobile app to ensure participants can access their information on the go and stay connected and engaged. Before downloading the Sharecare App, employees must first create their Exelon Sharecare account at [exelon.sharecare.com](http://exelon.sharecare.com) using a Web browser from their desktop computer or mobile device.

**15. Is Exelon offering the discounted Fitbit with the \$40 subsidy in 2020?**

Yes. The \$40 Exelon subsidy is still available to wellness eligible employees who **did not** take advantage of the subsidy last year. Eligible employees may purchase a discounted Fitbit with the \$40 subsidy prior to November 30 through the Sharecare platform. Offer is valid for the purchase of one Fitbit device in 2020.

**16. Is coaching still an option under the wellness program?**

Yes. Targeted health coaching remains a vital component of our strategy to help employees enrolled in an Exelon medical plan manage **chronic conditions** like High Blood Pressure, High Cholesterol, Diabetes, Congestive Heart Failure, Coronary Heart Disease, Asthma or COPD. Coaching is also available to help employees quit smoking. Please note that certain represented employees are not required to be enrolled in an Exelon medical plan in order to participate in health coaching.